

Position Summary:

Under limited supervision, this position is responsible for the performance of duties assigned to the Facilities unit. This position works with the Asset Manager to manage the centralized IT equipment receiving and disbursement pool as well as the department wide surplus and disposal program. This position works with Facilities staff to manage the C-Cure system for security related tools for employees and partners, and other move related tasks to keep the many building databases current. This position must remain current with their knowledge of IT equipment and the software programs used in the completion of their duties. Experience using Microsoft Office Suites, including Outlook and Excel, is required. Experience using Microsoft Access is desired, but not required. This position requires good communication skills for daily contact with agency staff and vendors. This position requires the flexibility to independently move from one task to another, has a high level of accountability and occasional confidentiality. This position's normal work week responsibilities include a high level of physical activity including heavy lifting (normally 30-40 pounds), bending stooping, reaching and sometimes dirty and odorous conditions. Some occasional early, late or weekend work may be required. Occasional travel is required. This position must also pass a background check by the Department of Justice.

Goals and Worker Objectives

- 60% A. Assist the Asset Manager in department wide processes related to lifecycle management of DWD IT hardware and other assets.
 - A1. Maintain accuracy of the DWD asset databases (Cherwell and STAR) from asset creation through receipt, installation and final return to central storage.
 - A2. Monitor daily notifications and mailboxes for staff transfer/exit for equipment movement.
 - A3. Physically maintain central IT hardware pool from delivery of equipment to installation teams and return of used equipment to storage. Use software programs to wipe partitions for maintenance until re-assignment.
 - A4. Assist with the completion of the annual inventory. Make a physical inventory of selected DWD sites by searching and recording/scanning equipment barcodes. Update recorded results entered by other units from SharePoint into Cherwell.
 - A5. Dispose of department wide surplus. Use software programs for IT disposal preparation according to federal requirement standards and palletize. Prepare surplus office supplies and furniture for removal.
- 30% B. Manage the DWD program for security-related tools for employees and partners.
 - B1. Administer and manage the assignment of building access cards for all card-access facilities, using the State C-Cure software application.
 - B2. Administer and manage the system for photo identification cards for employees and partners, using the Photo ID Works software application.

- B3. Administer and manage the assignment of room keys for the GEF-1 facility.
 - B4. Act as the administrator for the DWD C-Cure application. Maintain current and accurate records and authorizations in the system. Assign access rights to the DWD managers and coordinators in accordance with bureau policy.
 - B5. Maintain confidentiality when working with staff on relevant information.
 - B6. Monitor daily notifications for staff transfer/exit for access and signage updates.
- 10% C. Assist in the completion of various management projects that have both bureau wide impacts as well as department wide impacts.
- C1. Participate in work groups dealing with a wide variety of issues.
 - C2. Analyze operational processes and make recommendations to bureau management concerning improvements.
 - C3. Complete special assigned projects as assigned by management.
 - C4. Create documentation for changes to assigned tasks.
 - C5. Provide occasional back up assistance in monitoring facilities mailboxes and enter or distribute work orders to appropriate teams.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of computer hardware and software technologies
2. Knowledge of asset management systems.
3. Proficient in MS suite of products as needed to schedule meetings, prepare reports and exchange information
4. Familiar with office practices and procedures
5. Strong written and oral communication skills
6. Strong organizational skills
7. Excellent customer service skills
8. Ability to work both independently and in a team setting.